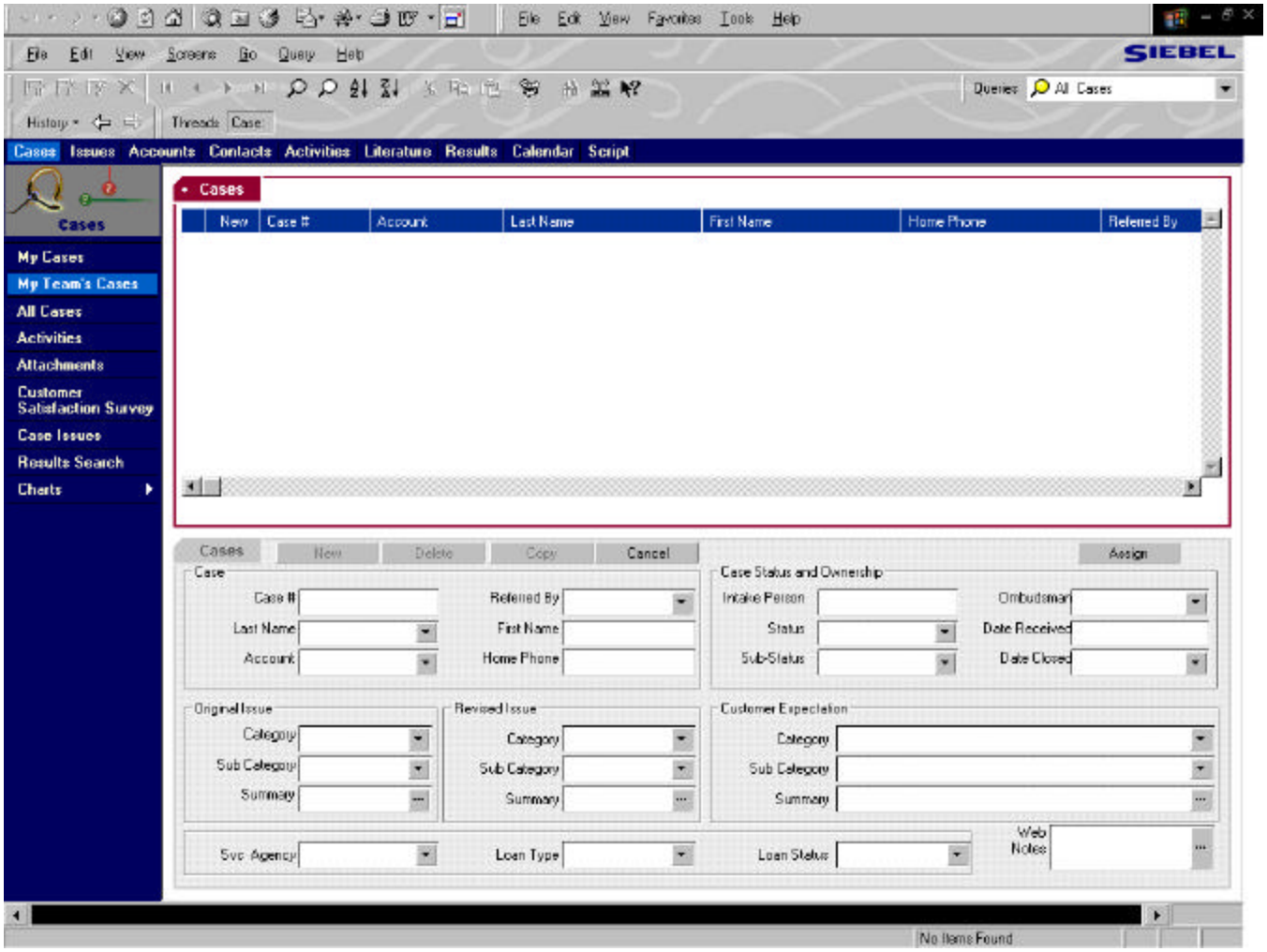
My Team's Cases View



View Description:

The "My Team's Cases" view is for team leads. It allows quick searches for specific cases which belong to the user's team. It displays full details for a particular case while displaying a list of all cases owned by members of the user's (team lead's) team, and it allows entry of new case data. The view is the same as the "All Cases" and "My Cases" views, except that it contains a data filter at the business component level which will return only cases that belong to the team lead's team.

OCTS Case List Applet: *top half of view*

The list applet allows the user to scroll through a list of all of the team's cases, or to select a subset of cases to view by using the query feature. To facilitate efficient work on a case, hyperlinks in some fields provide quick navigation to a different screen/view to provide detailed account or contact information or to schedule or perform activities that will lead to closing the case.

For a detailed data mapping please refer to Appendix B-1

OCTS Case Form Applet: *bottom half of view*
The form applet displays all pertinent case information for a given case in a single, scroll-free display. The data displayed is that of the active case in the list applet above (the selected case with the red arrow in left-most column). A new button quickly creates a new case, and the form applet provides an intuitive, efficient method of case data entry.

For a detailed data mapping please refer to Appendix B-2